

Iowa Quality Standards:

Supporting a Statewide System of Homelessness Services

Appendix

Legal Disclaimer

The materials available in this handbook and in any related documents are for informational purposes only and not for the purpose of providing legal advice. You should contact your attorney to obtain advice with respect to any particular issue or problem.

Intent of Appendix

The documents included below are intended to serve as additional guidance to meet the standards listed. They may include forms or examples and should not be considered applicable to all organizations. Please feel free to modify the documents to best match the needs of your organization and those you serve.

As a reminder, a “standard” is an element of a homelessness program’s governance, operations, services, or performance, that is necessary for a quality program and meets funder requirements.

Document name: Standards Listing as General Handout

Relevant for all standards and for general information.

Document name: Sample Document Retention and Destruction Policy

1.6 An organization providing services to those experiencing or at risk of homelessness should have written policies and procedures regarding record retention and destruction, including but not limited to:

- Corporate records
- Accounting and agency tax records
- Bank records
- Payroll and employment tax records
- Employee records
- Donor and grant records
- Press releases and public filings
- Legal, insurance, and safety records
- Electronic documents and records
- Documents containing protected health information

Document name: Types of Year-End Financial Statements

1.9 An organization providing services to those experiencing or at risk of homelessness should complete annual federal and state tax reporting.

Document name: Sample Code of Ethics Acknowledgment

2.7 An organization providing services to those experiencing or at risk of homelessness should provide training, at minimum, for all staff and for volunteers who provide direct services, in the following topics:

- Safety
- Ethics
- Confidentiality
- First Aid (includes blood-borne pathogens), CPR, and AED training, if applicable
- Required OSHA trainings

Document name: Sample Confidentiality Agreement

2.7 An organization providing services to those experiencing or at risk of homelessness should provide training, at minimum, for all staff and for volunteers who provide direct services, in the following topics:

- Safety
- Ethics
- Confidentiality
- First Aid (includes blood-borne pathogens), CPR, and AED training, if applicable
- Required OSHA trainings

Document name: Sample Indirect Volunteer Confidentiality Agreement

2.7 An organization providing services to those experiencing or at risk of homelessness should provide training, at minimum, for all staff and for volunteers who provide direct services, in the following topics:

- Safety
- Ethics
- Confidentiality
- First Aid (includes blood-borne pathogens), CPR, and AED training, if applicable
- Required OSHA trainings

Document name: Case Management Information

2.8 An organization providing services to those experiencing or at risk of homelessness should provide additional training, as applicable, for staff and for volunteers who provide direct services.

Document name: Case Planning Guide

2.8 An organization providing services to those experiencing or at risk of homelessness should provide additional training, as applicable, for staff and for volunteers who provide direct services.

4.2 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have basic needs met, e.g., food, shelter, clothing, safety.

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

4.7 An organization providing services to those experiencing or at risk of homelessness should assist clients in managing identified barriers to obtaining and/or sustaining housing.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Child Abuse Guide for Mandatory Reporters

2.8 An organization providing services to those experiencing or at risk of homelessness should provide additional training, as applicable, for staff and for volunteers who provide direct services.

Document name: Codified Child Abuse Reporting and Assessment

2.8 An organization providing services to those experiencing or at risk of homelessness should provide additional training, as applicable, for staff and for volunteers who provide direct services.

Document name: Sample Case Notes

2.8 An organization providing services to those experiencing or at risk of homelessness should provide additional training, as applicable, for staff and for volunteers who provide direct services.

4.2 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have basic needs met, e.g., food, shelter, clothing, safety.

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Sample Client Notice of Rights Form

2.10 An organization providing services to those experiencing or at risk of homelessness should have written notices of client rights. Client rights include but are not limited to:

- Grievance procedure
- Right to informed consent
- Dignity and respect
- Review of services
- Termination policy
- Discharge
- Allow, limit, or refuse release of personal information
- Allow or refuse use of identity and images for publicity purposes
- Notification that their information will be aggregated and used for reporting purposes

Document name: HUD Criteria for Defining At-Risk-of-Homelessness

3.5 An organization providing services to those experiencing or at risk of homelessness should have written and publicly-available eligibility criteria for each program offered.

Document name: HUD Criteria for Defining Homeless and Recordkeeping Requirements

3.5 An organization providing services to those experiencing or at risk of homelessness should have written and publicly-available eligibility criteria for each program offered.

Document name: Sample One Operating Manual

3.5 An organization providing services to those experiencing or at risk of homelessness should have written and publicly-available eligibility criteria for each program offered.

Document name: Sample Resident Selection Plan

3.5 An organization providing services to those experiencing or at risk of homelessness should have written and publicly-available eligibility criteria for each program offered.

Document name: Sample Two Operating Manual

3.5 An organization providing services to those experiencing or at risk of homelessness should have written and publicly-available eligibility criteria for each program offered.

Document name: Sample Assistance Plan

3.6 An organization providing services to those experiencing or at risk of homelessness should have a written policy which is shared with clients identifying the type, amount, and duration of assistance.

Document name: Sample Shelter Policies

3.6 An organization providing services to those experiencing or at risk of homelessness should have a written policy which is shared with clients identifying the type, amount, and duration of assistance.

Document name: Sample Prioritizing Assistance Policy

3.7 An organization providing services to those experiencing or at risk of homelessness should have a written and publicly-available policy describing how assistance is prioritized within each program.

Document name: Sample Appeal Process

3.8 An organization providing services to those experiencing or at risk of homelessness should have a written policy that clearly explains the appeal process for denial, removal, or termination of services.

Document name: Sample Appeal Process for Denial of Services

3.8 An organization providing services to those experiencing or at risk of homelessness should have a written policy that clearly explains the appeal process for denial, removal, or termination of services.

Document name: Sample Appeal Receipt and Forms

3.9 An organization providing services to those experiencing or at risk of homelessness should make each client aware and provide client access to the appeal, denial, removal, and termination of services process. This includes, but is not limited to:

- Grievance procedure
- Right to informed consent
- Dignity and respect
- Review of services
- Termination policy
- Discharge
- Allow, limit, or refuse release of personal information
- Allow or refuse use of identity and images for publicity purposes
- Notification that their information will be aggregated and used for reporting purposes

Document name: Iowa Continuum of Care Contacts

3.10 An organization providing services to those experiencing or at risk of homelessness should participate in the coordinated assessment approved by the applicable Continuum of Care.

3.11 An organization providing services to those experiencing or at risk of homelessness should recognize diversity of culture, language, and ability, and have a plan to meet individual needs should it be necessary.

3.12 An organization providing services to those experiencing or at risk of homelessness should work with other community resources, agencies, and networks to appropriately coordinate services and/or refer a client.

Document name: Iowa Housing Planning Groups

3.10 An organization providing services to those experiencing or at risk of homelessness should participate in the coordinated assessment approved by the applicable Continuum of Care.

3.11 An organization providing services to those experiencing or at risk of homelessness should recognize diversity of culture, language, and ability, and have a plan to meet individual needs should it be necessary.

3.12 An organization providing services to those experiencing or at risk of homelessness should work with other community resources, agencies, and networks to appropriately coordinate services and/or refer a client.

Document name: Comprehensive Assessment Intake Tool

4.1 An organization providing services to those experiencing or at risk of homelessness should ensure that clients are offered the opportunity to choose to be off the street.

4.2 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have basic needs met, e.g., food, shelter, clothing, safety.

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

Document name: Sample Self-Sufficiency Matrix

4.2 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have basic needs met, e.g., food, shelter, clothing, safety.

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Sample Case Management to Increase Income

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

Document name: Sample Case Management to Maintain Employment

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

Document name: Sample Case Management to Obtain Employment

4.3 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with non-cash resources which includes but are not limited to: health care, mental health care, substance abuse treatment, Supplemental Nutrition Assistance Program (SNAP), and legal services.

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

Document name: Sample Case Management for Income

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

Document name: Sample Case Management for Income, Housing Stability

4.4 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to connect with resources to increase income.

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Sample Case Management for Employment Income

4.5 An organization providing services to those experiencing or at risk of homelessness should ensure that clients have the opportunity to pursue earned income through employment.

Document name: Sample Apricot Goal-Setting Notes

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

Document name: Spending Plan

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

Document name: Housing Stability Assessment and Plan

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Self-Sufficiency Matrix and Scoring Tool for Case Managers

4.6 An organization providing services to those experiencing or at risk of homelessness should support clients in their progress toward clients' identified goals.

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.

Document name: Sample Case Management for Housing Stability

4.8 An organization providing services to those experiencing or at risk of homelessness should support clients in making progress towards housing stability.